

ARIZONA DEPARTMENT OF VETERANS' SERVICES

INTERNAL MANAGEMENT POLICY 01-01

SUBJECT: ELECTRONIC ARTICLE SURVEILLANCE (EAS)

EFFECTIVE DATE: May 1, 2001

- 1.0 POLICY: It is the policy of the Arizona Department of Veterans' Services to establish management practices to provide additional security to protect assets at the Arizona State Veteran Home facility at 4141 N. Third Street, Phoenix, Arizona.
- 2.0 AUTHORITY: A.R.S. §41-604, Duties and Powers of the (ADVS) Director and A.R.S. §41-623.D. Risk Management and Loss Prevention.
- 3.0 RESPONSIBILITY: Contract security personnel are responsible for responding to an alarm during pre-established duty hours and conducting incident investigations. The Engineering Section of the Arizona State Veteran Home is responsible for responding to alarms when contract security personnel are not available. The Loss Prevention Coordinator is responsible for security-tagging items, posting appropriate signage, and creating/maintaining EAS records. Supervisors in all areas are responsible for informing employees of the EAS policy. All personnel are responsible for keeping residents and visitors from leaning on or standing near EAS pedestals for extended periods (to avoid pacemaker interference).
- 4.0 DEFINITIONS:
 - 4.1 "Contract security" means the security staff hired to patrol the premises at 4141 N. Third Street. At the time of this writing, the facility contracted with the Arizona Department of Administration's Capitol Police to provide security services from 3 p.m. until 7 a.m. Monday through Friday and 24-hour per day coverage on weekends.
 - 4.2 "EAS" or Electronic Article Surveillance means a loss prevention technique that protects assets by utilizing security tags and EAS detection equipment. EAS systems provide security barriers in buildings, entrances, exits and enclosed areas by sounding an alarm when tagged items pass through the detection equipment.
 - 4.3 "EAS pedestal" means an element of an EAS system, usually placed in exits, which detects live labels. The pedestals sound an alarm when a tagged item passes through it.
 - 4.4 "Security tag" means an EAS device that is attached and/or adhered to assets which will sound an alarm when passed through an EAS pedestal.

- 5.0 PROCEDURES: Violation of this policy will be dealt with swiftly and the agency will prosecute to the full extent of the law.
- 5.1 The Loss Prevention Coordinator is responsible for tagging items at high risk for theft. Suggestions for tagging high-risk items may come from Fiduciary, Financial Services, Director's Office, or Arizona State Veteran Home management.
- 5.1.1 Tags are affixed in keeping with manufacturer's instructions and minimizing damage to the item. The Loss Prevention Coordinator records all articles that have been tagged. The listing includes a brief description of the tagged item, estimated value, and comments as necessary.
- 5.1.2 The Loss Prevention Coordinator removes tags from items if the item is being permanently removed from the Arizona State Veteran Home facility. The Loss Prevention Coordinator updates all records to reflect the removal of tags.
- 5.2 Engineering will monitor the EAS system to ensure that it is in proper working order and conduct tests as suggested by the manufacturer.
- 5.3 Alarms are sounded when tagged items pass through the EAS pedestals at the exits.
- 5.3.1 If contract security is on site when the alarm sounds, security personnel will respond.
- 5.3.2 If contract security is not available, Engineering will respond.
- 5.4 Responding to the alarm includes the following steps:
- 5.4.1 Without creating a dangerous situation, responsible personnel will attempt to stop the individual from leaving the facility.
- 5.4.2 Responsible personnel will contact the Phoenix Police Department when there is any suspicion of theft.
- 5.4.3 Responsible personnel will verbally notify management of the incident as soon as possible.
- 5.4.4 Responsible personnel will prepare and distribute a written incident report after conducting an investigation.
- 5.5 Engineering and contract security staff record activities on an EAS incident log. The log will document all routine tests and all incidents where the alarm is activated during their shifts. The log will follow the format prescribed by the EAS manufacturer and will be turned in to the Loss Prevention Coordinator.
- 6.0 IMPLEMENTATION: This policy shall be implemented without change on the effective date.

Patrick F. Chorpenning, Director